uonews

Universal Orlando Resort™ Team Member Newsletter

May 15 - 28, 2017

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Onward and Upward!

Universal Education Center Graduates Its 23rd Class

Family, friends, mentors, and many UO executives were present to support the most recent Universal Education Center (UEC) graduates as they received their diplomas during their commencement ceremony. Located on-site in T-64, UEC is a 23-year partnership between Orange County Public Schools (OCPS) and Universal Orlando.

This alternative school-work program is located on property and was designed for students who require a different approach to the traditional high school setting. Most importantly, the students get on-the-job training which gives them a head start on summer jobs and real world experience. In addition, mentors from departments across UO take the time to provide guidance, act as role models, and offer an understanding ear to the students.

At the ceremony, the students listened to a message from keynote speaker Pam Gould, School Board Member, District 4. During the ceremony, each of the 14 graduating students had a story to tell and an experience to share. Every graduate stepped up to the podium and reflected on how they came to join the program. All of them expressed their appreciation for the school, its administrators, teachers, their UO mentors and coworkers, and their supportive families. Congratulations, Class of 2017!

UEC Graduation Special Recognition

Greg Hamilton was named the recipient of ***The Lexa Ruoff Award.*** UEC was created with the help of Lexa Ruoff, Sr. Director – HR Universal Creative. To recognize her vision and accomplishments for the school, Universal Orlando's Sr. Executives created the top award in her honor to be given each year to UEC's "Most Outstanding Student."

"We would love to recognize the flexibility and initiative that Greg has given toward team goals each and every day," said Greg's management team. "Greg has really stepped up and learned the many facets in our area. He can be counted on by management to assist not only in his primary role as our Stocker, but to support his fellow Team Members by helping serve and assist our guests whenever asked."

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

LATEST NEWS

Reminder: UO IDs and Comp Passes Blocked Out at Volcano Bay Starting May 25

As a reminder, neither UO IDs nor Complimentary Passes are valid for admission to Universal's Volcano Bay during blockout periods. The first blockout period at Volcano Bay is from **May 25, 2017 to August 20, 2017.**

During blockout periods, Team Members can still get into the park by purchasing discounted tickets for themselves (and their guests) at any ticket window with their UO ID (limit 6 per Team Member).

Visit the Savings Spotlight at UOTeam.com/savings for more details on discounted tickets, including eligible ticket types.

*Blockout dates are subject to change. See **UOTeam.com/comppass** for updated listings and more information.

Next Velvet Sessions: Steve Augeri

The award-winning "Velvet Sessions" is a rock & roll cocktail party held in the Velvet Bar and Lobby Lounge of the Hard Rock Hotel® which showcases different types of specialty cocktails along with fabulous finger foods, and great live music from legendary musicians.

Come see Journey's former lead vocalist **Steve Augeri** sing his hit songs including "Don't Stop Believing," "Who's Crying Now," "Separate Ways," and many more. For pricing and tickets, visit velvetsessions.com, or check with the concierge at the Hard Rock Hotel.

THURSDAY, MAY 25 / 6:30PM
Hard Rock Hotel Velvet Bar & Lounge
Velvet Sessions is a 21 and older event.

Universal's Aventura Hotel Now On Sale

Guests can be among the first to book reservations for the newest on-site hotel at Universal Orlando Resort – Universal's Aventura Hotel. Opening August 2018, the sleek and stylish glass tower will consist of 600 guest rooms and bring the total number of on-site hotel rooms at Universal Orlando to 6,200.

Rates start as low as $97 per night for a seven-night stay and $116 per night for a four-night stay in a standard room. When booking, guests will receive a free $50 hotel dining credit (per room) with a four-night stay or a free $100 hotel dining credit (per room) with a seven-night stay or longer. This special introductory offer is valid for reservations booked by September 30, 2017 for stays from August 1 to December 20, 2018.

Universal's Aventura Hotel will offer incredible guest benefits, including:

- Early theme park admission
- Complimentary shuttle bus transportation to the theme parks and Universal CityWalk
- Resort-wide charging privileges with their room key
- Complimentary delivery of merchandise purchased throughout the resort to their hotel
- And more!

Universal's Aventura Hotel will become the destination's sixth on-site hotel in partnership with Loews Hotels & Co., and will let guests experience a fresh and fun way to stay that's both modern and vibrant. And with unique offerings like the destination's first rooftop bar, Universal's Aventura Hotel will allow guests to sit back and relax while staying in the heart of all the thrills and excitement that Universal Orlando has to offer.

images shown are concept renderings

FAST FACTS

Opening Date: Guests can book reservations now for stays starting August 1, 2018.

Introductory Offer: Guests who book by September 30, 2017 for stays between August 1 and December 20, 2018 and receive a free $50 hotel dining credit with a 4-night stay and a $100 hotel dining credit with a seven-night stay or longer. Rates start at $97 per night for a seven-night stay and $116 per night for a four-night stay.

Rooms: 600 guest rooms, including 13 kids' suites, in an atmosphere that's modern and vibrant and offers spectacular skyline views.

Amenities: Highlights include a resort-style pool with a hot tub and kids' splash pad, a state-of-the-art fitness center, an immersive, high-tech game room, on-site car rental and a gift shop.

Dining: Fast-casual food hall offering a multitude of cuisine styles, a rooftop bar and grill featuring small plates, drink favorites and commanding views of the destination, a lobby bar, a pool bar, and Starbucks.

How to Book: Visit UniversalOrlando.com or call 800.BE.A.STAR (232-7827)

HOT JOB!

R.I.P. Tour Guides

Universal Orlando HALLOWEEN HORROR NIGHTS 27
SELECT NIGHTS • SEPT 15 – NOV 4, 2017

Apply Today!

Universal Orlando is currently seeking service-minded and enthusiastic Team Members to provide tours to VIP guests as a Halloween Horror Nights™ R.I.P. Tour Guide. Interested Team Members must meet the following criteria:

- Possess exceptional Guest Service and Communication Skills
- Be able to retain extensive knowledge of the Universal Orlando product and history
- Complete and pass the interview and audition selection process
- Must be available all 2017 HHN event nights from 3:00pm to 3:00am
- Meet UO's Internal Transfer criteria (provided on **UOTeam.com/YourCareer**)

Selected Team Members will retain their current employment status at the time of transfer (i.e. Regular, Casual or Seasonal) and will return to their home venue November 5 unless offered a permanent position within Guest Services

Hear it from a Team Member who was offered this opportunity last year!

*Q: **What impact did you feel you had as an R.I.P. Tour Guide?***
A: When a Guest arrives for their R.I.P. Tour, they are expecting something incredible. As an R.I.P. Tour Guide, you will be that "nail in the coffin" by providing something more than an incredible experience - your Guests will leave HHN knowing there was no better way to experience the event than having you as their R.I.P. Tour Guide. – **Daniel Alvarado**, RIP Tour Guide/Guest Services Coordinator

In the Spotlight

Human Resource Leaders Introduce 'HR for GOOD' Program to Help Local Nonprofits

Recently Human Resource leaders throughout Universal Orlando Resort™ participated in the company's very first pro-bono HR consulting program. Designed after a similar initiative hosted by NBCUniversal, this dynamic, one-day event offered targeted HR consultation to local nonprofits facing everyday HR challenges.

To bring **HR for GOOD** to life, UOR's Community Relations department identified 6 nonprofit organizations who rotated through three 60-minute speed consultations addressing issues in recruitment and hiring, performance and talent management, as well as employee relations and retention. Prior to the event, HR leaders were informed of the nonprofit's issues and given time to research recommendations thereby making the most of their allotted time for each consultation.

Participating HR leaders from **Talent Development, Talent Acquisition, Organizational Development,** and the **HR Field Team** came together with the following local nonprofits: The Children's Home Society of Florida, Zebra Coalition, United Cerebral Palsy of Central Florida, Make-A-Wish of Central & Northern Florida, Canine Companions for Independence, Southeast Region, and Big Brothers Big Sisters of Central Florida.

By all accounts, the program was a huge success. "This was a very special day for all involved. Nonprofits gained valuable information, and best practices, they could immediately put into practice," said **Jane MacKenzie**, Manager, Talent Development Leadership & BOH. "HR leaders were able to leverage their expertise and continue developing their consulting skills while making a positive impact in our community. My hope is that other divisions at UOR will be interested in leveraging their expertise in the same way."

Take a Sneak Peek at New Merchandise for Universal's Volcano Bay™

With all-new island-themed merchandise, our guests will be ready to relax, splash around and ride thrilling attractions in style.

At Volcano Bay, water is life and life is joy. This is reflected in the variety and design of the products coming to our new water theme park. Waterproof bags, straw hats, swimsuits and more will be available so that you can fully embrace the Waturi lifestyle.

Only honorary Waturi take on the power of Krakatau, where four-person canoes slide upward through twists and turns within the volcano before plunging through a waterfall. Show off your Waturi pride with a "I conquered the Krakatau" t-shirt and bottle cooler. Our very own kid's line for the littlest of Waturi features mermaids, Tikis and more on towels, rash guards, swimsuits and tees.

AS FEATURED ON UNIVERSAL ORLANDO'S OFFICIAL BLOG

Speaking of Tikis… throughout the park, you'll discover hundreds of Tikis. Each one has its own fun personality, which our merchandise designers have taken inspiration from to design this colorful merchandise. These stylish tumblers, hats, tees, keychains and more are also inspired by the beautiful thatched canopies providing cool shade around the park.

And this is just a sneak peek! Look for select Volcano Bay items on our online merchandise store. All of these items and many more will be available in the park when Volcano Bay grand opens on May 25. Visit the blog at **blog.universalorlando.com** to see more merchandise photos!

A REMINDER

Parking & Logistics During Gradventure '17

Gradventure requires the use of most open-air sections of the main Team Member parking lot to accommodate the hundreds of student buses that will be on property. **The following parking restrictions are in effect this Friday, May 19:**

- Team Members who will leave work before 3:00pm on event days will be directed to park in open-air sections of the parking lot. Vehicles may be towed if they remain in these spaces past 3:00pm.
- Team Members who will leave work past 3:00pm will be directed to the TeamPark garage.
- Parking for motorcycles, TeamCare, BRAVO winners, the 'Manager Lot', and most Disabled parking spots will not be impacted and will remain open all day long.
- Parking and Security will be actively directing Team Members to specific parking spots, similar to the way guests are parked. Team Members will not be able to select their own parking space.
- During event departures, Team Members who need to access TeamPark will need to exit via the B110 lobby and use the bridge to enter the garage. This typically occurs between 11:45pm and 1:15 am and is necessary to keep Team Members safely separated from bus traffic.
- Team Members who leave during event departures between 12:00am and 1:00am will experience significant delays, as exiting buses will be given priority.
- Team Members should allow an additional 30 minutes whether coming into or leaving work as new traffic patterns may cause delays.
- The USF baseline road from Gate 5 to T60 (near World Expo) will be closed starting at 3:30pm

Making an Impact

A CARING PARTNER

UO Partners with Golf Channel to Support Comcast Cares Day

On May 2, Universal Orlando joined Comcast and NBCUniversal for its 16th annual Comcast Cares Day. For more than 50 years, Comcast has been committed to making change happen in hundreds of local communities from coast to coast, and abroad. Since 2001 more than 5 million hours of service have been contributed with over $20 million in grants to nonprofit partners across the country.

This year, Universal Orlando partnered with Golf Channel to assist the Second Harvest Food Bank with multiple projects that help the hungry in our community. One in six Floridians struggle with hunger and Second Harvest is working to close the gap of unmet needs.

"We look forward to this special day to volunteer alongside our Comcast and NBCUniversal family," says Polly Tudela from UO's Community Relations team. "It's a great way to support a local nonprofit that is helping so many of our residents."

Comcast Cares.

UO Volunteers Build Playground to Support Canines Companions for Independence

Recently, over 25 Universal Orlando volunteers took part in a unique playground build for Canine Companions for Independence® (CCI). The playground was funded by the Universal Orlando™ Foundation and built to provide children with a fun activity while they are staying at CCI. This playground is developmentally appropriate, provides sensory stimulating activities and is wheelchair accessible.

"The benefits of all-inclusive playgrounds are far-reaching and the Universal Orlando Foundation is proud to fund this project", says **Valerie Read**, Director of the UO Foundation. Canine Companions for Independence® is a non-profit organization that enhances the lives of people with disabilities by providing highly trained assistance dogs and ongoing support to ensure quality partnerships.

"Love is Universal" Event Coming June 12 to Honor Memory of the Victims of Pulse Tragedy

The City of Orlando and Orange County Government, in collaboration with Pulse nightclub, have jointly designated June 12, 2017, as **"Orlando United Day – A Day of Love and Kindness."** June 12 will be dedicated to honoring the memory of the 49 innocent Pulse victims, supporting survivors, and recognizing the compassion and love that was displayed by the Central Florida community following the tragedy.

In memory of the members of our own NBCUniversal family that we lost in the tragedy, **Out** and **Unidos** are inviting Team Members to Pantages - next to the Universal Couriers Window - in Universal Studios Florida for a special "Love is Universal" event. The event, which starts at 8:30am on June 12, will be open to Team Members and guests, with Golf Channel and Telemundo team members joining. Be sure to check our next issue of *UO News* and stay tuned to **UOTeam.com** for more details, including community events planned for Orlando United Day and ways you can show your support.

In the Volunteer Spotlight: Kiana Millar

Hometown: Dublin, CA

Role at UO: Project Coordinator, Popcorn (Marketing & Sales)

Years with UO: 3 years

Volunteer Organizations: Special Olympics and US Army Fun Run

Years Volunteering with these organizations? 7 years

What does your volunteer role consist of? With the Special Olympics, I implemented fundraising campaigns and supported my youngest sister who has autism while competing in sports games. With the US Army Fun Run, I assisted with the event and organized sponsors.

What is your most memorable volunteering experience? Helping my sister's team gain a goal during her soccer championship.

Know Your Stuff

Your Resources to Answer Guest Questions

There's a variety of tools and resources available to ensure we provide our guests the most accurate and important answers and information.
Here's an overview of each and how it can help you **"Know Your Stuff":**

TEAM MEMBER REFERENCE GUIDE
(distributed by Park Operations)

What is it? The Team Member Reference Guide is an easy-to-read, pocket-sized tool to carry with you to help answer guest questions.

What's in it? Access entertainment schedules, attraction operating hours and height requirements, restaurant offerings, designated smoking areas, amenities, and more.

Where can I find it? Available at Wardrobe, key Team Member grills, and other convenient locations across property. Also available for download from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Weekly

DAILY PARK NEWS
(distributed by Park Operations)

What is it? The Daily Park News provides a detailed snapshot of important operational information across property.

What's in it? Reference this one-sheet to learn about delayed openings, seasonal downtimes, park hours, and more.

Where can I find it? Posted in your venue (ask your manager for more information). Also available for download from the **'Resort Knowledge Center'** dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Daily

4-INFO FOR ADDITIONAL HELP WHEN ASSISTING GUESTS
(operated by Guest Services)

What is it? Team Members can dial 4-INFO (4-4636) to speak directly with a Guest Services Coordinator for assistance with guest questions.

What can they help with? A Guest Services Coordinator can provide the most up-to-date information on topics like attraction downtimes, current wait times, weather reports, and other guest-related questions.
NOTE: 4-INFO is exclusively reserved for Team Members that have questions related to guest inquiries/interactions. Please do not contact 4-INFO for Team Member-related questions (i.e. comp pass information, ticket discounts, call transfers, or other concerns).

How do I access it? Dial 4-INFO from any on-property, landline phone.

When is it available? Available during park operating hours.

uKNOW & uKNOW Español
(administered by the Knowledge Management team)

What is it? uKNOW is an online resource that provides Team Members quick access to resort and operational information, so they can assist our guests with efficiency and accuracy.

What's in it? Some of the highlights include:

- Featured Topic: Stay up to date on the latest big news from around our resort.
- Trending: Things are constantly changing around our universe, stay tuned to the 'Trending' list (right) to stay in the know on the latest updates.
- Quick Links: One-click access to topics like On-Site Hotels, Tickets & Add-Ons, Annual Pass, Dining, and more.
- Phone List: Check out this easy-to-navigate list of contact numbers.
- General UO Information: A comprehensive library of information on every park and CityWalk.
- Search Function: Can't find what you're looking for? Use the search bar at the top-right!

How do I access it? It's just a click away from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

When is it updated? Continually, as soon as information is available and/or updated.

REMEMBER: *When in Doubt, Check It Out!*

BEST CONNECTION

Encourage Guests to Download the Official Universal Orlando App

Universal Orlando's mobile application has the ability to enhance park experiences for our guests by providing in-app ticket purchasing and redemption, immediate attraction wait times, interactive park maps, push notifications, customizable favorite lists, and more – all with the swipe of a finger – **and it's FREE!**

In addition, The Official Universal Orlando Resort App boasts several unique features, including:

- The ability to purchase theme park tickets within the app that scan at the turnstiles
- Filters to explore the resort by park, activity, or amenity
- Live wait times for rides and attractions, along with schedules for show performances
- Virtual Line™ reservation functionality for Race Through New York Starring Jimmy Fallon™
- GPS-enabled interactive wayfinding function to visually guide guests step-by-step to their desired attraction
- Alerts when ride wait times reach five minutes, and reminders before show start times
- Notifications on park events, attractions, and schedule changes

Wait times and navigation tools are only available to guests while on property. **To download The Official Universal Orlando Resort App, visit the Apple or Google Play app stores on your mobile device.**

Around Our Universe

THAT'S THE TICKET

Annual Pass Blockout Dates Lifted

Due to incredible enthusiasm in our own backyard for our parks, UO wants to provide as many Florida Residents and Annual Passholders as possible the ability to join in the fun. Blockout dates for the following products have been lifted for the months of June and August (July blockout dates still apply):

- **2 Park Florida Resident Multi-Day Ticket**
- **3 Park Florida Resident Multi-Day Ticket**
- **2 Park Seasonal Pass**
- **3 Park Seasonal Pass**

Guest Contact Center Enhances Emergency Preparedness Plans

Teams across UO continually evaluate emergency preparedness plans to ensure we are ready for any type of situation. The Guest Contact Center team recently established a 'Business Continuity Disaster Recovery Site.' This ensures that should any event cause the Guest Contact Center facilities to be unavailable, the team could still continue operations at the Promenade Building.

"We worked closely with our

partners in Parks Technology and Telecom to create this plan and prepare this emergency space," says Deborah Colangelo, Sr. Director, Guest Contact Center. "This was a huge feat and involved a lot of hard work and dedication from these teams. Not only is this a great plan for us, but also a way for us to seamlessly be available to our guests.

Our Team Members Share Insights and Our Brand Listens!

NAAN APA MyAbilities Network OUT Veterans Network ¡Unidos!

As a brand, we aim to be authentic and relevant to our guests. Families visit our resort from around the world and today's consumer base is rich with cultural diversity. We continue to include and celebrate these values across the diverse spectrum of guests. Our Team Members reflect the diversity of the families that visit our resorts from around the globe. As a part of the strategy to elevate our level of cultural competence and continue to understand the dynamics of multicultural consumers, teams have joined forces to hear from our Team Members. Universal Orlando's Consumer Brand Management, Consumer Insights, and Diversity & Inclusion teams recently collaborated to host multicultural focus groups. These sessions help us learn about authentic perspectives and leverage our Team Member Resource Groups to understand cultural cues, and uncover symbolism and insights to help shape our marketing efforts. With these insights, we can tell our brand story in a relevant and inclusive way that resonates with all of our guests.

Members from the African American Network, Asian Pacific American Network, MyAbilities Network, Out, ¡Unidos!, and Veterans Network took part in sessions to observe several TV campaigns from various companies, followed by a recent UO commercial. Following each viewing, the Team Members shared their opinions and rated the emotional connection, motivations, and ways that many cultural segments were highlighted. These multicultural focus groups sparked insightful dialogue, offering a closer look at how marketing efforts are perceived by diverse audiences.

"These sessions came to life through a cross-collaboration and partnership between our teams," says **Fred White**, Senior Director, Diversity & Inclusion. "Our brand relevance and connection with our multicultural consumers can only be enhanced by the diverse perspectives and authentic insights of our Team Member Resource Groups." We truly are learning from Our Diverse Universe and continue to reconnect those lessons back to serving the business.

Benefits Enrollment Confirmation Now Available on Self Service Center

Team Members may now view a benefits enrollment confirmation within the Self Service Center. This document allows you to view the latest enrollment information for each health and life plan. This new feature allows you to confirm the coverages that you are currently enrolled in, dependents covered, as well as your life insurance beneficiaries*.

To access this document, sign into the **Self Service Center** on UOTeam.com. From the Main Menu, select **Self Service > Benefits > Benefits Confirmation Form.** Then, select the **'View Form'** link.

*Note – ESPP and/or 401(k) Retirement Plan beneficiaries are located on the Fidelity website for your reference.

Hurricane Season Begins June 1 – Be Ready!

When bad weather hits, call the Universal Orlando Team Member Emergency Information Hotline at 407-22-HOTLINE or toll-free at 855-879-7113.

The Hotline will include the latest information regarding operating hours and shift schedules.

Hurricane season begins in June and as we all know, hurricanes can hit fast and hard in Central Florida. Now is the time to prepare for hurricanes and other natural emergencies!

There are many steps to being prepared for hurricane season. Some, such as examining your insurance policy or trimming the trees around your home, are things that Team Members must address on their own. However, Universal Orlando can help in many other ways.

The first step should be a stop at Team Member Services in B-111 where you can pick up an Emergency Information Hotline magnet so that you can stay informed in the event of a hurricane or other emergency.

Feeling the heat? ***Safety Man says***...take action to protect yourself throughout the summer by staying hydrated.

Perks & Play

Enjoy an Exclusive Sneak Peek of *The Mummy* | THURSDAY JUNE 8

Starring Tom Cruise, Annabelle Wallis, Jake Johnson, Courtney B. Vance, and Russell Crowe

Thought safely entombed in a tomb deep beneath the unforgiving desert, an ancient princess (Sofia Boutella of *Kingsman: The Secret Service* and *Star Trek Beyond*) whose destiny was unjustly taken from her is awakened in our current day, bringing with her malevolence grown over millennia and terrors that defy human comprehension.

Tom Cruise is joined by a cast including Annabelle Wallis (upcoming *King Arthur,* television's *Peaky Blinders*), Jake Johnson (*Jurassic World*), Courtney B. Vance (TV's *American Crime Story: The People V. O.J. Simpson*) and Oscar® winner Russell Crowe (*Gladiator*).

THURSDAY, JUNE 8 / 6:30pm or 9:30pm / AMC Universal Cineplex

HOW TO RESERVE YOUR TICKET ONLINE

Beginning Tuesday, May 30 at Noon

Visit the home page of **UOTeam.com** beginning Tuesday, May 30 at noon and select the Team Member Movie Screening announcement and follow the EVENTBRITE link to secure your ticket(s).

- This opportunity does not include third party team members or concessionaires.
- New releases are not close-captioned. Deaf or hard-of-hearing Team Members interested in attending this screening should continue to reserve ticket(s) on UOTeam.com and bring their confirmation email to Team Member Services for a ticket to a later showing.

NO RECORDING. This screening will be monitored for unauthorized recording. By attending, you agree not to bring any recording device into the theatre and you consent to physical search of your belongings and person for recording devices. If you attempt to enter with a recording device, you will be denied admission. If you attempt to use a recording device, you consent to your immediate removal from the theatre and forfeiture of the device. Unauthorized recording will be reported to law enforcement and may subject you to criminal and civil liability.

2017 UO Golf Tournament Winners Named!

This year's Team Member Golf Tournament was a hole-in-one! We are proud to announce our **2017 winners!**

(in photo, left to right)

- Mark Simmons
- Michael Geenen
- David Roy
- Skip Volkerson *(not pictured)*

Congratulations!

Thank you to everyone who participated, and we hope to see you all next year!

Team Member Handbook Updated For May

The Team Member Handbook has been updated to include appearance guidelines for non-Wardrobed UO Team Members, clarification that complimentary admission, as well as Team Member access to Volcano Bay, is subject to blockout dates and other restrictions.

Team Members will find the current Handbook (now May 2017) under **"References"** on UOTeam.com. If you have any questions about the Handbook, please speak with your HR Representative.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Vanessa Nunez** from Wardrobe and her husband **Andrew Lavigne** from Attractions Operations - the couple wed on March 25.
- Congratulations to **Amber Rosenberg** from Guest Communications and Timmy Torres from Park Services - the couple wed on April 17.
- Congratulations to **Tina Kvitkauskas** and **Chris Kvitkauskas** from Technical Services - the couple celebrated their 30th wedding anniversary on May 3.
- Congratulations to **Marcus Waters** from Technical Services and his wife Kim - the couple celebrate their 35th wedding anniversary on May 15.
- Congratulations to **Kenneth Blood** from Parks Technology and his wife Holly - the couple celebrate their 37th wedding anniversary on May 17.
- Congratulations to **Fay Helinski** from Food & Beverage and her husband Art - the couple celebrate their 37th wedding anniversary on May 24.
- Congratulations to **Laney Estel** from Marketing & Sales and her husband Corey - the couple celebrate their 12th wedding anniversary on June 4.
- Congratulations to **Blaine Cardwell** from Technical Services and his wife Beth - the couple celebrate their 20th wedding anniversary on August 2.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!***

Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information. Please note, submission of a celebration is not a guarantee of inclusion.

May BRAVO Award recipients will be featured in the next issue of UO News – May 29.

Stay tuned for the winners!

And There's More...

UNIVERSAL ORLANDO RESORT™

IT'S A BIG UNIVERSE! WHERE DO YOU FIT IN?

Universal Set to Hire 2,000 New Team Members Across Entire Destination

Universal is now hiring 2,000 new Team Members for full-time, part-time, and seasonal positions across the entire resort. This comes just shortly after we hired more than 1,700 Team Members to support the opening of our new water theme park, Universal's Volcano Bay™. Positions are available in all areas including Attractions, Food Services, Culinary, Security, Custodial, Warehouse, Entrance Operations, Sales - and more.

There are also numerous Management Level positions available supporting CityWalk Food & Beverage, Operations, Tech Services and more. These leadership opportunities offer competitive salaries and comprehensive benefits packages. Universal Orlando will hold multiple job fairs over the coming weeks at the Universal Orlando Human Resources office. Job fairs are by appointment only. Interested candidates should apply online, and will then be contacted to schedule an interview appointment.

Spread the Word! Refer Your Friends & Family to UO

It takes a special kind of person who can combine a solid work ethic, a sense of fun, great people skills, and just the right amount of Universal attitude to become a successful Team Member. As Universal Orlando Team Members who understand ***The Universal Way,*** there is no better person then you to refer your friends and family to work here.

Receive Two Comp Passes for Each Referral Our Team Member Referral Program helps us focus on hiring only quality candidates who are committed to delivering extraordinary experiences for our guests. In the program, two (2) complimentary tickets will be automatically added to the referring Team Member's online Team Member Comp Pass account for each successful referral who reaches 90 days of service, provided both the referrer and referee are still active at the time of distribution.

I think you have what it takes to be an extraordinary Team Member at Universal Orlando!
IT'S A BIG UNIVERSE!
WHERE DO YOU FIT IN?
UNIVERSAL Orlando

Don't Forget to Pick up Referral Cards!

Pick up Team Member Referral Cards from the Human Resources Staffing Lobby or Team Member Services and start referring quality candidates that represent The Universal Way! The more people you refer, the more tickets you can receive. Tell your friends and family to discover where they fit in by applying online, anytime at: www.UniversalOrlandoJobs.com.

Note: College Ambassadors, select Human Resources Team Members, Casting, and Executives are not eligible to participate in this program.

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GREEN IS UNIVERSAL

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